



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 441.3

Job Title: **TECHNICAL HARDWARE ANALYST III**

Pay Grade: 23

GENERAL SUMMARY:

Performs complex, highly skilled technical work in the design, installation, operation, maintenance and repair of computer hardware and data communications equipment or industrial control systems.

RESPONSIBILITIES:

- Oversees the installation, maintenance, troubleshooting and repair of data communications networks or process control data networks.
- Identifies and selects equipment for purchase.
- Diagnoses data communications system failures; interfaces with vendors to resolve problems with various types of data communications facilities.
- Evaluates network design to make recommendations for improvement of performance; coordinates and provides training for installation and operation of network equipment.
- Analyzes malfunctions and repairs components of wide and local area networks.
- Maintains statistical reports on project status and inventory.
- Designs and maintains cable layout logs.
- Repairs and calibrates all components of process control systems or data communication networks; troubleshoots and repairs both digital and analog electronic equipment to the component level.
- May lead other technical hardware analysts.
- Performs other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in a computer science, instrumentation or electronics discipline or the equivalent, such as certification in a technical/specialty program of up to three years in duration.

License:

Depending on area of specialty -- may require a valid class "C" Texas driver's license and compliance with the City of Houston's policy on driving. In the Public Works and engineering Department, may require a valid class "C" or higher Texas Water or Wastewater Plant Operator's license.

SPECIFICATIONS: (continued)

EXPERIENCE:

Four years of experience in the design, installation, operation and/or maintenance of a computerized network or industrial control system are required.

COMPLEXITY:

Work is somewhat complex and varied, and may require the simple interpretation of technical and detailed guidelines, policies and procedures.

IMPACT OF ACTIONS:

Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation in setting work objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

Indirect Supervision:

No indirect supervision.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are routine discomforts from exposure to moderate heat, cold, moisture/wetness and unpleasant air conditions. The position may involve routine exposure to soiled materials and light chemical substances such as cleaning solutions.

PHYSICAL SKILL:

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands; or the ability to make rapid closely coordinated eye/hand movements on a patterned response space within somewhat fine tolerance demands; or the ability to make coordinated eye/hand movements within fine tolerances with large equipment as an extension of the worker.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Technical Hardware Analyst I
Technical Hardware Analyst II
Technical Hardware Analyst III